Curriculum Vitae – John Smith

Career Summary

Began my career by working in Customer Support Services and gradually found myself working in Administration and IT domains as well. I started my career with Market Place Computers and moved on to Railway Transportation Network where I gathered broad experience in conferring with and respecting clients with a variety of ICT skill and knowledge levels from all levels within the organization agencies through all mediums of communication (email, face-to-face and phone).

Overall, I can sum up my skillset as following:

- Skilled at maintenance of customer satisfaction
- Highly customer centric for addressing customer needs
- Possess proficient knowledge of IT support services
- Able to operate within the value of impartiality
- Committed to the health and well-being of customers
- Can comfortably work in an IT environment
- Can easily work on Management Information Systems
- Honest, transparent and ethical in dealings
- Able to work with people of varying opinions to resolve a critical incident
- Can work on policy development as well

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Career Objective

To obtain a position in a mid-tier or supervisory department in industries related to IT or Customer Support Services most probably in the South East Asian region. I aspire to work in a managerial role where I can lead my team to effective execution of tasks whether they pertain to customer support or complex IT related issues.

Employment History

Senior ITS Analyst   *September 2011 – December 2017*
Railway Transportation Network

- Providing effective and efficient IT support services for customers in a timely manner.

- Contributing to change across the portfolio which supports both the vision for IT and the

development of customer focused strategies, programs and initiatives.

- Working cooperatively within a team, exchanging information and assisting other team members to achieve team objectives and work outcomes.

- Complying with the System Requirements, Safety Responsibilities, Authorities and Accountabilities within the Safety Management System.

- Managing business processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption in compliance with the organisation's Code of Conduct Public Sector Values of Integrity, Trust, Service and Accountability.

- Providing levels of support to the nominated customer base, resolving queries and problems that are more complex or difficult in a timely and efficient manner.

- Contributing to the development and monitoring of service level agreements for the IT support team.

- Providing effective and efficient progression of customer incidents and or escalation, to their successful conclusion in line with service and quality standards.

- Providing information that contributes to performance reporting.

- Contributing to the improvement of the quality of processes, practices and services to IT management and customers.

- Participating in the implementation and use of appropriate knowledge management tools and practices to provide a more effective and efficient service to the customer.

- Communicating with customers and management regarding service support practices, processes and procedures.

Test Lead/ Business Analyst/User Acceptance Testing   *March 2014 – June 2017*
Railway Transportation Network

Assignment to TSS (Transport Shared Services) Phase 2 Project
Task: Cross Enablement of Multi Agency Applications

This project was to support the stand-up of the Transport Shared Services structure by enabling multi agency systems access for all required business applications and data shares across a single network and from a single platform. Project was completed successfully and handed over to business for BAU support.

- Testing with the users their multi-agency applications on the new SOE computers
- Reporting back to the Project Manager for the test results

- Providing stand up support after the Project Go
- Building PCs with the new SOE

Technical Support Analyst *May 2011 – September 2012*
Railway Transportation Network

- Providing technical support of locally based ICT equipment (hardware and software and communications equipment) both generic and Railway Transportation Network-specific to support the business and meet service level expectations. This included:

  - including the analysis of requirements,
  - the installation of new equipment,
  - replacement of faulty equipment,
  - troubleshooting,
  - resolution and testing

- Reviewing, maintaining and documenting new and existing desktop equipment standards

- Recommending and documenting new hardware options, to meet organisational requirements and to take advantage of technology advancements.

- Reviewing, creating and documenting new Standard Operating Environment Configurations (SOEs) for thin clients PCs and laptops

- Publishing new SOEs to designated hardware

- Maintaining new and existing SOEs, to meet organisational requirements and to take advantage of technology advancements

- Using the Service Desk Tool to capture and to report on all service desk activity which incorporates the services and service levels set out in all service level agreements.

- Maintaining a review of systems, standards and processes, and formulating and making recommendations to achieve continuous improvement and increased efficiency

- Working as a team member, keeping others informed, sharing knowledge and experience, assisting others to achieve business objectives, and contributing to team meetings and group problem solving.

- Participating in project teams and contributing to the achievement of project time, cost and quality objectives

- Reporting to the ICT Client Service Manager on progress against work plans, issues arising and actions taken

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Service Desk Analyst *December 2006– April 2011*

Railway Transportation Network

Service Desk
- Receiving and logging calls for service support
- Categorising and prioritising calls
- Resolving issues at first level where possible, or escalating for resolution
- Following up to confirm completion, in accordance with the State Transit Incident Management and Service Desk Procedure

Service Requests
- Receiving and logging service requests (e.g. for establishing a new starter or for the provision of a new report)
- Categorising and prioritise calls
- Checking authorisations
- Initiating a response and escalating as appropriate and following up to ensure completion

Service Desk System
- Following all procedures of the Information Technology Service Management (ITSM) System
- Monitoring compliance of officers using the ITSM, to ensure that the system provides quality incident management information to support continuous improvement

Service Desk Procedures Documentation
- Reviewing the documentation of service desk procedures to ensure the documentation is correct, current, and user friendly, and recommending improvements where appropriate.

User Administration
- Providing user administration for a number of business applications and operating systems including creating and changing accounts and password reset, in accordance with the Information Security Management System and system specific procedures.

Customer Services Manager   *August 2002– December 2007*

MPC [Market Place Computers]

- Managing overall operations of the business
- Training
- Hiring
- Budgeting
- Invoicing
- Hardware & Software Installations and Configuration
- Documentation and Reporting
- Maintaining high level of customer service

Certificates of Qualification & Skills

1. Diploma in Leadership and Management
2. Microsoft Office Specialist
3. Cisco Certified Networking Specialist
4. Certificate III in Transport & Distribution (Road Transport) VETAB
5. Diploma in Network Engineering - Lidcombe TAFE
6. Cisco Networking Academy Program (Sem 1 thru 4) - Lidcombe TAFE
7. Level 3 Certificate in Network Administration - Lidcombe TAFE

Online Certifications

1. Information Security Awareness – Online Fraud & Corruption Awareness – Online Risk Management Basics from Udemy
2. Records Management Challenge – Online from Coursera
3. Understanding Change Management – Online from EdX Academy

*References will be furnished upon request.